

I have seen a decrease in VRS quality and availability. I need VRS to be able to have full telecommunication access at home and at work. Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS.

Please do whatever is necessary in order to allow me to access qualified VRS interpreting personnel, thus ensuring language translation accuracy and ability to capture in appropriate visual format the vocal/speech nuances of the hearing party. It is important to have seamless, barrier-free communications with minimal or no lag time, and easy navigation of interactive voice menu systems without need for multiple callbacks.

Thanks,  
Andrea